## LAW OFFICES RITER, ROGERS, WATTIER & BROWN, LLP

**Professional & Executive Building** 319 South Coteau Street P.O. Box 280 Pierre, South Dakota 57501-0280

www.riterlaw.com

ROBERT C. RITER, Jr. DARLA POLLMAN ROGERS JERRY L. WATTIER JOHN L. BROWN

TELEPHONE 605-224-5825 FAX 605-224-7102

OF COUNSEL: Robert D. Hofer E. D. Mayer

MARGO D. NORTHRUP, Associate

September 9, 2006

SEP 0 a 2006

**SOUTH DAKOTA PUBLIC** 

**UTILITIES COMMISSION** 

Ms. Pam Bonrud **Public Utilities Commission** 500 E. Capitol Pierre, SD 57501

Re: Supplemental Annual ETC Certification Filings

Dear Pam:

Herewith hand delivered to you please find original and four filings for each of the following companies:

RT Communications	06-155
CRST	06-138
West River Mobridge	06-113
West River McLaughlin	06-137
Valley	06-114
Vivian	06-122
Bridgewater Canistota	06-124
Sioux Valley	06-120
Union	06-121
Armour	06-123
Kadoka	06-119
Golden West	06-118
Roberts County/RC Comm	06-117
Tri-county	06-115
Venture	06-112
McCook	06-106
Western	06-105

Thank you.

Very truly yours,

RITER, ROGERS, WATTIER & BROWN, LLP

MDN-wb **Enclosures** 

# BEFORE THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

SEP 0 8 2006 SOUTH DAKOTA PUBLIC

IN THE MATTER OF THE REQUEST OF	) TC 06-123 UTILITIES COMMISSION	
ARMOUR INDEPENDENT TELEPHONE	)	
COMPANY FOR	) SUPPLEMENTAL ANNUAL ETC	
CERTIFICATION REGARDING ITS USE	) CERTIFICATION FILING AND	
OF FEDERAL UNIVERSAL SERVICE	) SUBMITTAL PURSUANT TO	
SUPPORT.	) ARSD §20:10:32:53	

COMES NOW, Armour Independent Telephone Company ("Armour" or the "Company") by and through its attorney of record and supplements as additional support for its annual ETC Certification Petition filed in the above-referenced docket as follows:

1. The Estimated 2007 Federal Universal Service Receipts, itemized by support category. Is as follows:

See attached Confidential Exhibit A.

2. Armour satisfies consumer protection (see also ARSD 20:10:33:31, 20:10:34.09, and 20:10:34:10) and service quality standards (see ARSD 20:10:33) as follows:

### I. Consumer Protection

### A. Customer Service Department:

The Company's business office receives customer inquiries from 8:00 AM to 5:00 PM Monday through Friday.

The Company's telephone system is set to directly route incoming customer calls to the next available Customer Service Representative ("CSR"). Most calls are answered immediately by a CSR. When all CSR's are taking calls, overflows are routed to a receptionist who directly transfers the call to the next available CSR. CSR's also have voice mail options if the customer chooses to leave a message for a return call. Customers also have the option to dial 0 to reach the receptionist if they reach voice mail and do not care to leave a message.

The Company provides 24-hour answering service for after hour repair calls. Billing issues reported to the answering service are referred to the business office and handled Monday through Friday.

Customers have the option of E-statement for online access to billing statements; they may submit questions through our online contact form and access information about various services on our website at <a href="http://www.goldenwest.com">http://www.goldenwest.com</a>.

**B.** 20:10:33:31 – Failure to pay for services other than local exchange services.

The following message appears on each monthly billing statement:

### DENIABLE AND UNDENIABLE CHARGES

Non-payment of the following charges WILL NOT result in the disconnection of basic local telephone service:

Internet Services, Cable TV Services, Paging Services and Long Distance Telephone Services.

Non-payment of the following charges WILL result in the disconnection of basic local telephone service:

Local Telephone Services

**C. 20:10:34:09** - Billing Requirements.

All services are itemized using a clear, concise description of services billed.

In addition to providing customers with a toll-free three digit number (777), the Company provides toll-free telephone numbers on the customer billing printed next to the total charges for each carrier.

# D. 20:10:34:10 -- Notification of Increase in Rates

Prior to increasing a rate, the Company provides 30 days advance notification to the customer by placing a message on the subscriber's billing statement, a billing insert or a direct mail piece.

# II. Service Quality Standards

20:10:33 - Service Quality Standards

The Company has reviewed the service standards for telecommunications companies as prescribed in ARSD 20:10:33 and believes that it is in compliance with all applicable rules.

3. Some of the estimated 2005 switching improvements of \$30,000 did not take place. An explanation of why 2005 switching improvements did not get fulfilled is as follows:

See attached Confidential Exhibit B.

4. A portion of the estimated 2005 cable and wire improvements of \$95,000 did not take place. An explanation of why the 2005 cable and wire improvements were not fulfilled is as follows:

See attached Confidential Exhibit C.

Dated this \_\_\_\_\_ day of September, 2006.

Respectfully submitted,

Margo D. Northrup

Darla Pollman Rogers

RITER, ROGERS, WATTIER & BROWN, LLP

Professional & Executive Building
319 South Coteau Street

P.O. Box 280

Pierre, South Dakota 57501-0280

Attorney for Armour Independent Telephone Company

# CONFIDENTIAL #[]